


SUPERVISORY MISSION SUPPORT SPECIALIST


CUSTOMS AND BORDER PROTECTION

2 vacancies in the following location:

 Grand Island, NY

Work Schedule is Full Time - Permanent

Opened Wednesday 4/27/2016
(118 day(s) ago)

 Closed Tuesday 5/10/2016
(105 day(s) ago)

Salary Range

\$86,629.00 to \$112,622.00 / Per Year

Series & Grade

GS-0301-13/13

Promotion Potential

13

Supervisory Status

Yes

Who May Apply

Current U.S. Customs and Border Protection employees with competitive status.

Control Number

436749700

Job Announcement Number

MHCBPMP-1685812-WR

Job Summary

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. At U.S. Customs and Border Protection, we:

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see <http://www.cbp.gov>.

This position will allow you to use your expertise in administration to provide advisory and technical services to Customs and Border Protection management. If one graded announcement add: This position starts at a salary of \$90,284 (GS-13 Step 1). Apply for this exciting opportunity to strengthen the Department's ability to protect the homeland by analyzing and refining existing work methods and developing new methods and procedures.

Who May Apply: Status Candidates which include:

- Current U.S. Customs and Border Protection employees with competitive status.

For definitions of terms found in this announcement, please see http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm.

Organizational Location: This position is located within U.S. Customs and Border Protection, United States Border Patrol, Buffalo Sector, Grand Island Station, Grand Island NY .

One or more selections may be made using this job opportunity announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

Duties

In this Supervisory Mission Support Specialist position, you will become a key team member of Homeland Security professionals providing advisory and technical services to management. Typical work assignments include:

- Supervising staff responsible for assessing the productivity, effectiveness, and efficiency of program operations and objectives
- Assigning and explaining work requirements to subordinate staff while establishing production standards and preparing performance work plans and appraisals
- Resolving problems involving interpretation of the law and of Department policy
- Resolving complaints and grievances and carrying out Equal Employment Opportunity policies and program activities

Travel Required

- Not Required

Relocation Authorized

- No

Key Requirements

- You must be a U.S. Citizen to apply for this position
- You may be required to pass a background investigation and/or polygraph
- Males born after 12/31/1959 must be registered with Selective Service
- You may be required to pass initial and random drug testing

Qualifications

GS-13: You qualify at the GS-13 level if you possess one year of specialized experience including applying and modifying procedures to address administrative problems and unusual situations, evaluating administrative functions and preparing findings, recommendations, and narrative/data reports, advising on programs and procedures, and acting as liaison with other organizations, including representing the agency's interests and establishing harmonious working relationships with counterparts.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by Tuesday, May 10, 2016.

Supervisory Probationary Period: You may be required to serve an 18 month probationary period upon appointment and complete a supervisory training course within 12 months of assignment.

This position is NOT covered under the bargaining unit.

Background Investigation: Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances

including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. Entry into this position may require that you successfully pass a polygraph examination. For more information, please see:

http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml.

Security Clearance

Public Trust - Background Investigation

What To Expect Next

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts at: <https://my.usajobs.gov/Account/NotificationSettings.aspx>. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

BENEFITS

DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers and select "Benefits".

To compare cost of living data, calculate mortgage scenarios, or gather information on communities and school districts, please visit the website: <http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx>

Other Information

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for the last three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity; or
3. Been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, church overseas missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

Special Appointing Authority: Veterans, military spouses, Peace Corps/VISTA volunteers, and people with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility and to understand what documentation would be required with your application, please click on the appropriate link below.

- Veterans: <http://www.fedshirevets.gov/index.aspx>
- Military spouse: <http://www.fedshirevets.gov/job/shams/index.aspx>
- Individuals with Disabilities: <http://www.opm.gov/disability/PeopleWithDisabilities.asp>
-

Peace Corps/VISTA and other miscellaneous hiring authorities:

http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/

Separate referral lists will be generated for applicants eligible to be appointed under a non-competitive special appointing authority. You must provide documentation supporting your eligibility prior to the closing date of this announcement (please see "Required Documents"). If you have any questions regarding your eligibility, please contact the Human Resources Specialist listed at the end of this job opportunity announcement.

Probationary Period: All employees new to the Federal Government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about E-Verify here, <http://www.uscis.gov/e-verify>, including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. To learn more, click on the link https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/CustomsBorder)

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to **(478) 757-3144**. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](#) using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf, and the official fax cover sheet: <http://staffing.opm.gov/pdf/usascover.pdf>. Please include job opportunity announcement ID 1685812 and provide your SSN, name, and address using the exact name you used when you filled out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents.

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on Tuesday, May 10, 2016.**

How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see [View Occupational Questionnaire](#).

Knowledge, Skills, Abilities and Other Characteristics (KSAOs):

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Knowledge of administrative programs, policies, practices, and methods
- Ability to analyze, interpret, and monitor the flow of work throughout the organization
- Ability to recognize when process changes are needed
- Ability to direct and coordinate work performed by subordinate staff
- Knowledge and understanding of policies, principles, and objectives of equal employment opportunity and special emphasis programs

Agency Career Transition Assistance Program (CTAP) Eligibles: If you have never worked for the Federal Government, you are not CTAP eligible. Information about CTAP eligibility can be found at:

http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a. To be considered well qualified under CTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. This will be measured by a score of 85 or higher. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement.
- **Your responses to the job questionnaire** [View Occupational Questionnaire](#)
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50B (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a notification from the applicable Military Department or National Guard Bureau, that you are retired under 5 U.S.C. 8337(h) or 8456.
- ***Veterans preference points are not applicable to Merit Promotion announcements; veterans documentation is required only to verify eligibility.***
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate. Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.




Department Of Homeland Security

Customs and Border Protection

Contact

CBP MHC Hiring

Phone: (952)857-2932 

Email: CBPHIRING-
APPLICANTINQUIRY@CBP.DHS.GOV

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